



Hello and welcome to the RCA family!

Recovery Centers of America is committed to assisting your loved one through their recovery journey. We believe that one of the most successful ways we can do that is by involving loved ones in the treatment process.

In this welcome kit, you will find an overview of the RCA at Raritan Bay family program, including times for the orientation and seminars, and some family resources. Research has long proven that an individual has a higher rate of success when family involvement and support is prioritized.

Meet your Loved One's Treatment Team at RCA at Raritan Bay

CEO: Jim Haggerty

Director of Nursing: Jessica Lynn Sousa, AAS, RN, CARN

Director of Admissions: Andrea (Annie) Pierce, MS

Corporate Director of Family Services: Trish Caldwell tcaldwell@recoverycoa.com

Your loved one's therapist will be assigned within 48 hours and you should expect a phone call within the first three days of treatment.

Visitation Schedule & Family Program

Family is an important part of treatment. You need a strong, stable support system during this time. Visitation for family, friends, and loved ones is offered every Saturday and Wednesday, preceded by orientation and education, and followed by a family support group.

Wednesday:

Orientation: 4:45pm – 5:30pm

Education: 5:30pm – 6:15pm

Visitation: 6:30pm – 7:30pm

Nar-Anon: 8:00pm – 9:00pm

Saturday:

Orientation: 8:45am – 9:30am

Education: 9:30am – 10:15am

Visitation: 10:30am – 11:30am

Al-Anon: 12:00pm – 1:00pm



Frequently Asked Questions:

1. What is the recommended stay of treatment?

Families should prepare for the long road ahead. And commitment by families and your loved one is essential in the recovery process. RCA recommends a comprehensive, 30 to 40 day residential treatment program based on clinical recommendations and the unique needs of your loved one. Increased lengths of care have been proven to provide better outcomes (such as continued abstinence, decreased potential for relapse and continued employment). According to the National Institute on Drug Abuse, participation for less than 90 days in residential or outpatient treatment is of limited effectiveness, and treatment lasting significantly longer is recommended for maintaining positive outcomes.

2. What happens if my loved one wants to leave before the treatment team recommends?

How do I remain supportive? Recovery is a difficult process and takes a tremendous amount of courage. However, this is a disease and certain expected symptoms of the disease may persist while in treatment. Your loved one may call you at some point telling you or demanding that you take them home. This usually occurs after detox or often around days 7-10 and is an indicator that the symptoms of the disease are present for your loved one. There are many factors that may lead to this increase in behaviors, such as the brains response to withdrawal (PAWS), triggers, or the completion of detox to name a few. While this is an emotional time for both you and your loved one, their need to remain in treatment remains critical. Reassure your loved one that you love them but remain firm in your boundaries and stay close with the treatment team for strategies and support. Patients who leave treatment early have poorer outcomes in recovery, so it is imperative to encourage your loved one to complete their treatment. Please call the primary therapist if you are having thoughts of picking up your loved one early so you can process this difficult decision and explore how this might impact their recovery.

3. What is the Blackout period?

When an individual enters treatment, it can be a very vulnerable time. In order to give individuals the opportunity to settle in and focus on themselves and their treatment we have implemented a Black Out period. During this period, we limit interaction with outside contacts including family for a minimum of five days. This allows the patients to have the opportunity to focus on their treatment program, socialize with others, and achieve confidence in their sober-selves. It also allows you the needed time to begin to set up your own support both in and out of RCA. In some cases, and when therapeutically appropriate, we will assist individuals in making calls, and or facilitate family or couples therapy sessions/ interventions during the blackout period if there is a valid release.

4. What happens if my loved one rescinds their release for me?

If your loved one rescinds a release for us to be able to communicate with you, when you call you will hear from us that we “cannot confirm or deny that that individual is in our program.” Releases can be rescinded for various reason by your loved one. If you know that a release has been rescinded, you can encourage your loved one to reactivate the release before attending visitation, by requesting they call



you with a staff member present. Speak with your loved one while in treatment about the importance of your participation and desire to want to be a part of their recovery.

5. What are payment options at RCA?

At RCA we pride ourselves on having strong advocates that work directly with our patient's insurance companies to obtain coverage for treatment. Throughout your loved one's stay, we will collaborate with their insurance carrier by sharing their progress and goals to determine medical necessity for services. In instances where the insurance carrier recommends another level of care, yet our clinical team believes your loved one can clinically benefit from continuing their residential stay, we will exhaust every option we have to get adequate coverage. In situations where this does not happen, we have set up a financial assistance program with our partner, FinPay. In the event you and your loved one choose to progress in our program without the assistance of the insurance carrier, FinPay is designed to assist you by minimizing the financial burden associated with out-of-pocket treatment costs. All RCA patients have FREE ACCESS to a payment specialist who can help navigate financial responsibility for continued treatment. In addition, we have financial counselors at each location who are on-site to assist in this process.

6. What and when are the family seminar workshop?

And why do I have to attend? In order to ensure that we are all working towards the same goal of a solid recovery program for your loved one, we have created family seminar workshops. The family seminar workshops consist of a variety of topics to help you navigate expectations related to your loved ones treatment experience and how you can be a supportive part of their journey. These seminars are an integral part of our program and they are offered at no additional cost to you.

7. What are visitation hours and expectations?

Visiting your loved one is an important part of the recovery process. We offer visitations after your participation in the family orientation and seminar. Please speak with the family therapist to rsvp to the family seminar workshop.

Family Resources

- Nar- Anon: 12-Step program for family of friends of someone with a Substance Use Disorder <http://www.nar-anon.org/>
- Al-Anon and Ala-Teen: Live, online, and telephone meetings available <https://al-anon.org/>
- Local resources: <http://www.narcoticsanonymousnj.org/meetings/> or <https://aasj.org/>

Book References

The titles collected here offer encouragement and practical suggestions to help your family heal and grow stronger.

- Addict in the Family: Stories of Loss, Hope, and Recovery by Beverly Conyers (2003)



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AT RARITAN BAY

- Everything Changes: Help for Families of Newly Recovering Addicts by Beverly Conyers (2009)
- Loved one in Treatment? Now What!: An Essential Handbook for Family Members and Friends Navigating the Path of a Loved One's Addiction, Treatment and Recovery by Lisa Frederiksen (2010)
- Reclaim Your Family from Addiction: How Couples and Families Recover Love and Meaning by Craig Nakken (2000)
- Paths to Recovery: Al-Anon's Steps, Traditions, and Concepts by Al-Anon Family Group Head Inc. (1997)
- How Al-Anon Works for Families and Friends of Alcoholics by Al-Anon Family Groups (2008)
- Today's Gift: Daily Meditations for Families by Anonymous (1985)
- Courage to Change: One Day at a Time in Al-Anon by Al-Anon Family Groups (2015)